

HOUSING AIDE

DEFINITION:

Under immediate supervision, to perform technical work in determining housing program eligibility; to provide paraprofessional support to professional classes in the areas of housing and community development; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

Housing Aide is a paraprofessional class allocated to the Housing and Community Development Department. Under the direction of professional Housing Program Analysts or Housing Specialists, Housing Aides perform a variety of technical work requiring the interpretation and application of federal, state, and local housing program rules and regulations such as determining client program eligibility, client briefing, and new lease support work, and perform limited field work such as housing inspections and investigations.

EXAMPLES OF DUTIES:

Describes and explains housing programs and regulations to applicants and participants; interviews applicants and participants to obtain financial and other eligibility data; determines initial and on-going eligibility for public housing assistance; interprets and applies housing program regulations; verifies, compiles and records information; detects and reconciles discrepancies; maintains applicant and program participant files; contacts and notifies applicants/participants on eligibility and status; independently organizes caseloads so that necessary records and documents are processed and updated within specific time limits; schedules and assists professional housing members with group presentations to prospective tenants and landlords; conducts field inspections of housing units and related program investigations; reviews and approves new lease and contract documents; assists landlords with bid solicitations from contractors; conducts title searches; retrieves, compiles and summarizes program statistics; prepares reports; and inputs and retrieves data from electronic information system equipment.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Standard office practices and procedures.
- Interviewing and record keeping techniques.
- Basic mathematics.
- Basic computer applications used in word processing and data analysis.

Skills and Abilities to:

- Understand, interpret and apply federal, state, and local housing rules and regulations.
- Research, analyze and draw logical conclusions from data.
- Determine initial and on-going housing program eligibility to applicants/participants.
- Perform basic arithmetic and calculations accurately.

- Use a computer to enter, maintain and retrieve data from automated records and files.
- Prepare reports, logs, graphs, tables, and other displays.
- Read maps, locate addresses and plan travel routes.
- Organize and prioritize work effectively to meet deadlines.
- Communicate effectively orally and in writing.
- Establish and maintain effective working relations with those contacted in the course of work.

EDUCATION/EXPERIENCE:

Education, training, and/or experience, which clearly demonstrate possession of the knowledge, skills and abilities stated above. Examples of qualifying education/experience are:

1. Three (3) years of experience involving detailed record keeping, public contact or customer service, or dealing with the construction industry, including loan application review or interaction with contractors; OR,
2. An associate of art's degree, or the equivalent, in business, accounting, social science or a closely related field; and one (1) year of experience involving detailed record keeping, public contact or customer service, or dealing with the construction industry, including loan application review or interaction with contractors.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

This class requires possession of a valid California Class C driver's license, which must be maintained throughout employment in this class, or the ability to arrange transportation for field travel. Employees in this class may be required to use their personal vehicle.

Physical Requirements:

Strenuous physical labor on a continuous basis, including regularly 50 pounds and up to 75 pounds.